

**DIFFERENTIAL RESPONSE OFFICER**

(Competitive Class)

**DISTINGUISHING FEATURES OF THE CLASS**

This class comprises responsible, non-commissioned positions, the primary duties of which include receiving referrals on non-urgent complaints and reports of criminal activities, and gathering essential information in order to increase the effectiveness of law enforcement personnel. Employees of this class conduct interviews with victims, witnesses, and informants, record information, and prepare accurate reports for follow-up by law enforcement personnel. Differential Response Officers are responsible for entering crime reports and maintaining such report's in the department's database. Employees of this class are non-supervisory, and perform their duties under the general supervision of a Police Sergeant.

**EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Conducts interviews with victims, witnesses, informants, and suspects of a crime in order to compile information needed for police reports. Receives non-urgent complaints and compiles reports over the telephone, by email, by facsimile, or from the public including face-to-face interviews. Obtains information, such as name, address, nature of call, social security number, and any other information required by departmental procedures. Completes reports on adult missing persons, stolen vehicles, stolen credit cards, and other stolen items and enters information into NCIC and ADSI, updating the reports as needed. Uses NCIC to exchange pertinent information with other law enforcement personnel or agencies relating to wanted persons, criminal histories, and stolen or missing property.

Gathers and compiles information for reports by reviewing and analyzing data discovered in the investigatory process. Verifies records and reports for completeness, accuracy, and conformity to established procedures, correcting errors in records and reports, or returning them for correction. Completes all forms or records according to department procedures. Uses Internet to perform web searches to obtain additional information needed for reports. Enters all complaints, reports, and related information into computer database, using appropriate codes and signals and assigning case numbers as needed. Types memoranda or emails on reported crimes and forwards to officer or detective assigned to handle each incident.

Receives division mail and correspondence. Replies to any routine correspondence or requests on own initiative following departmental procedures or from oral or written directions. Composes and types letters or any other documents assigned in response to written or oral requests or as required to handle problems or other needs of the division.

Assists in maintaining a library or archives of materials for future use or reference by department personnel, including incident codes. Maintains CAD reports according to the department's records retention schedule. Researches laws, regulations, and court rulings as needed.

Collects and books items into evidence according to departmental policy and procedure. Completes necessary documentation on evidence including logging evidence into crime reports. Photographs evidence and takes fingerprints. May be subpoenaed to testify in court as necessary.

Compiles monthly statistics for the division including information on the number of calls taken, the number of reports completed, the number of fingerprints taken and other statistics.

Maintains a positive image of the department through contact with the public. Maintains professional and effective police community relations by communicating and enhancing an attitude of cooperation with all segments of the population through day-to-day contacts with the public. Responds to questions and complaints from the public, exercising courtesy and tact. Answers any telephone calls coming in on assigned lines and handles routine matters, or transfers caller following department procedures. Answers questions and handles routine requests by visitors to the office.

Performs any related duties assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript,

affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must not be less than eighteen (18) years of age.